



FROM THE INSTITUTE PRESIDENT, STEPHEN THORPE

Thank you to those members who were elected recently as AICLA Division Councillors. Strong Division Councils are very important to the continued growth of the Institute and profession. A number of Councils have vacant positions so if you wish to participate please contact your local Division Chairman. Congratulations to the two new Division Chairmen who were elected in August; Peter Pearce, Tasmania and Grahame Smith, New Zealand.

ANNUAL REPORT

The Annual Report and accompanying audited financial accounts for AICLA were circulated recently to members. Accompanying the Annual Report was information on the proposed changes to the minimum standards for new persons joining the Institute and the re-opening of the Affiliate class of membership. I would urge members to support the changes which I believe are in the interest of the Institute and profession. Members are invited to attend the AGM to be held at the Sydney Harbour Marriott Hotel, 30 Pitt Street, **Sydney at 4.30pm on Wednesday, 24 October 2007**. Alternatively if you are unable to attend in person, a proxy form was circulated with the Annual Report, which you can complete and return to the Institute Secretary.

For the first time members were given the opportunity to receive the Annual Report by email and over 200 members elected this method of communication.

COCKTAIL FUNCTION

Following the AGM a cocktail function for members and industry guests will be held to celebrate the 10th anniversary of the establishment of AICLA. There is no cost for attendance at the cocktail function but members are asked to RSVP to the Institute's Administration Assistant, Jodie Heaton on (07) 3229 6663 or

adminoffice@aicla.org so that name tags can be prepared and numbers confirmed for catering purposes.

CHARTERED INSTITUTE OF LOSS ADJUSTERS (CILA)

While in London on business I took the opportunity of meeting with my CILA counterpart, Mr Malcolm Edwards and Executive Director – Mr Graham Cave. In common with adjusters in Australia, the UK adjusting market has been dealing with a massive influx of claims following flooding events in both May and July 2007. External resources from Europe and the US have also been involved to assist in the sheer volume of claims. In the UK flood is generally a covered event, so the issues of hydrology and the possible operation of the flood exclusion are generally not encountered.

The meeting covered the respective education and CPD programs of both institutes and I was keen to explore ways in which we could collaborate for the mutual benefit of members. Also explored were the methods by which loss adjusting was promoted and industry liaison in general.

Following appropriate consultation, I hope to expand on some plans for enhanced collaboration between the two institutes.

CONVENTION – CC07

A comprehensive survey of delegates who attended the joint AICLA/ANZIIF Claims Convention in August has been compiled. Over 40% of delegates replied to the survey, which is a very high response rate to such surveys. Asked to evaluate the overall convention, 91% rated it as good or excellent. The keynote speaker, General Peter Cosgrove was rated excellent or good by 98% of survey respondents. Almost 80% said they would be interested in attending the Claims Convention in 2008.

Comments and suggested topics for a future convention will be analysed by the convention committee. Planning is now well underway for the 2008 Claims Convention with an announcement on the venue expected within the next month.

AICLA/SCI CONFERENCE

AICLA in conjunction with the Singapore College of Insurance are holding a conference "**Climate Change, Catastrophes and Control Management - Learning from the Past to Control our Future**" in Singapore on 6 & 7 November 2007. A number of high profile international speakers have been confirmed for the conference. Members in Asia have been forwarded a copy of the brochure and registration form (copies of which are [attached](#) should any other member wish to attend the conference).

THE ROLE OF THE ADJUSTER

Below is a copy of my reply to an article appearing in the August/September 2007 issue of Insurance & Risk Professional. A copy of the reply will also be printed in the next issue of I&RP.

"Sir,

In times of catastrophe it is loss adjusters who are usually first on the ground for the insurance industry, assisting, guiding and helping people, businesses and industry.

The adjusting community's work following Cyclone Larry, the South East Asian tsunami, and storms and earthquakes in New Zealand are only a few recent examples of how adjusters are in the front line of delivering the claims promise.

The challenges faced by adjusters are compounded when the policy may not respond in part or in full, due to the operation of an exclusion or for that matter underinsurance or inappropriate insurance. We must work within the guidelines of the policy and law. The question of "Flood" was again an issue in the June 2007 Newcastle event. Adjusters worked closely with their insurer clients and hydrologists in determining the extent of policy response. AICLA also worked very closely with the Insurance Council of Australia and NIBA, in particular on communication to policy holders. Complaints about loss adjusters to the Insurance Council, and politicians (local, state and federal) were very small - less than 1.0% and all were easily resolved.

In the article Weathering the Crisis (IRE&P Aug - Sept 07) Mr Steve Markey from Markey Insurance Brokers levels some criticism at loss adjusters who classified losses as "flood". Adjusters will rarely, if ever, make such a call without consultation with their insurer client and considering appropriate evidence (ie hydrology).

The issue of flood insurance in Australia has been debated for many years now. In the event the loss is excluded/reduced due to flood, to criticise the adjuster is a classic case of "shooting the messenger" and not helpful importantly to the bigger picture."

**Kind Regards,
Stephen Thorpe - President**

DIVISION NEWS

QUEENSLAND DIVISION

A successful and lively ISR Hypothetical Workshop was held on 20 September 2007. This workshop was a joint AICLA/NIBA/ANZIIF event with presenters Bill Clarke and Rowley Ahern outlining a number of scenarios and challenging attendees to come up with answers.

The Queensland Division will be holding an end of year luncheon on Friday, 7th December 2007 at Customs House, Queen Street, Brisbane. A formal notice will be forwarded closer to the date but members are asked to note their diaries now for the luncheon.

SOUTH AUSTRALIAN DIVISION

Subsequent to the recent AGM the SA committee has met to discuss future industry events and training seminars for the forthcoming year.

To that end information will follow in the next newsletter as to a planned Christmas / Retired Members Function, which is routinely held early December each year. Details will also be provided as to a series of building construction training seminars for our local SA members.

TASMANIAN DIVISION

A major fire in the heart of Hobart's city centre on Saturday 22 September has caused havoc for approximately 80 businesses in the immediate vicinity.

The fire started in the Myer departmental store and quickly got out of control causing the evacuation of surrounding businesses. Vehicular and foot traffic was diverted from the city centre.

One neighbouring business suffered severe fire damage. The central city block was closed to traffic until Monday, with Liverpool St closed to vehicular and pedestrian traffic until Wednesday 26/9, it remains closed to vehicular traffic.

One of two buildings occupied by Myer has been totally destroyed with demolition required prior to Emergency Services allowing businesses in the adjoining Cat & Fiddle Arcade access. This process took 4 days and tenants of the Cat and Fiddle Arcade have only been able to access their premises from Thursday 27/9.

Large numbers of claims have been submitted for damage caused by water and smoke. Many businesses have or had prevention of access issues.

Members have responded quickly and restoration works to the surrounding is well under way. Many of the surrounding businesses will have been reopened by Monday 1/10. No doubt restoration of the Myers building will take a considerable time.

The loss is estimated at \$50 million.

Sunday 23.09.2007



Wednesday 26.09.2007

WESTERN AUSTRALIA DIVISION

WA division has a breakfast meeting on 4 October 2007 at the Royal Perth Golf Club with a presentation by Uretek on structural claims solutions that can aid our industry.

For the Mid November breakfast meeting we have the WA Fire and Emergency Services Investigations Officer talking on his role and activities, and we will also invite our Diary Advertisers to this function as well.

NEW/ELEVATED MEMBERS

Congratulations to the following recently admitted and elevated members:

NEW MEMBERS

Name	Class	Division
Robert Archer	Ordinary	Victoria
Christina Santini	Ordinary	Western Australia
Nicholas Dench	Ordinary	New Zealand
Stephen Wong	Ordinary	International
Patipan Soodarram	Ordinary	International
Dharmend Chandra	Ordinary	International
Julius Chan	Ordinary	International

ELEVATED MEMBERS

Name	Class	Division
Lam Choy Heng	Associate	International
Boon Cheng Ee	Associate	International
John Burrows	Associate	New Zealand

LIABILITY LOSS ADJUSTER

Echelon Loss Adjusting ["ELA"] is a division of Echelon Australia Pty Ltd and was established in July 2004 as a national, specialist liability loss adjusting and investigation practice with offices in all mainland states.

An exciting opportunity has arisen for an experienced and energetic liability loss adjuster to join ELA in Brisbane and run its south-east QLD practice.

The successful candidate will manage a mixed portfolio of liability claims for a wide range of clients, including Australian and London based insurers, lawyers, government departments and corporate clients. He/she will also be expected to manage client relationships in QLD, and pro-actively develop new business.

Please apply in confidence to John van Wetering, National Manager, Echelon Loss Adjusting, Level 10, 468 St Kilda Rd, Melbourne VIC 3004.

Or apply on line: vanwj@echelonaustralia.com.au
Visit our website: www.echelonaustralia.com.au

MCLARENS YOUNG, LAUNCESTON TASMANIA

McLarens Young, Launceston Tasmania has a vacancy for an experienced Loss Adjuster, dealing mainly in domestic and commercial claims. Experience in liability claims would be an advantage. This position may also suite a part time adjuster looking for only three days a week. Salary package negotiable.

Applications forwarded to Manager
PO Box 720 Moonah Tasmania 7009.

AICLA offers members the opportunity to advertise positions vacant in LA News.

The cost is \$150.00 (+ GST) and the advertisement will be run for up to two months. The advertisements also appear on the AICLA website www.aicla.org. If you wish to Advertise, please send information to adminoffice@aicla.org.

Advertisers can remain anonymous with job applicants responding direct to AICLA.

